

MARYLAND DEPARTMENT OF JUVENILE SERVICES



POLICY & PROCEDURE

SUBJECT: Admissions and Orientation for Youth in DJS Facilities
NUMBER: RF-03-07 (Residential Facilities)
APPLICABLE TO: Residential Services Employees
EFFECTIVE DATE: May 31, 2007

Approved: "/s/signature on original copy"
Donald W. DeVore, Secretary

1. **POLICY.** The Department of Juvenile Services (DJS) residential program employees shall conduct an admission and orientation process for each youth admitted to its facility. Orientation conducted by trained employees shall be provided to youth upon admission. The orientation process shall ensure that each youth is advised of his/her rights, is oriented to the program, understands the rules and regulations, and is advised of expected behavior during his/her residence.
2. **AUTHORITY.**
 - a. American Correctional Association, Standards for Juvenile Detention Facilities, 3-JDF-5A-14 and 3JDF-5A-15.
 - b. Article 83C §§2-117 and 2-118, Annotated Code of Maryland.
 - c. Maryland Standards for Juvenile Detention Facilities.
3. **DEFINITIONS.**
 - a. *Admission* means the accepting and processing of a youth who is placed in the care and custody of DJS by the court for detention, shelter care, or placement in a committed program.
 - b. *Admission Officer* means the designated employee at a facility responsible for admitting a newly detained youth.
 - c. *ASSIST* means the official DJS automated case management and information system.
 - d. *Community Case Management Specialist* means the employee assigned to perform overall case management responsibilities for youth residing in the community who are under DJS jurisdiction.
 - e. *Facility Initial Reception Referral Screening Tool (FIRrst)* means a DJS approved assessment instrument used by an individual to screen a youth before facility admittance, and at other times to determine if a youth is appropriate for an admission or in need of further medical or mental health referral.
 - f. *Orientation* means the specific process, completed by facility employees, that informs youth of their rights, the rules and regulations, expectations and services of the residential program.
 - g. *Treatment Service Plan* means a written plan which identifies the needs, the treatment objectives and services linkages provided to a youth. The plan is to be

utilized to make recommendations to the Court at disposition and at various stages of a youth's involvement with the Department.

- h. *Youth Advocate* means an individual who works on behalf of youth under DJS jurisdiction to ensure youth needs are met and their rights upheld throughout DJS operations.
- i. *Youth Handbook* means a document provided to youth during admission and/or orientation which contains information about the facility, facility programs and rules, behavioral management program, youth rights and grievance process, visitation, mail and telephone procedures and other youth related program services.

4. PROCEDURES.

a. General Procedures.

- (1) The Facility Administrators shall design and implement Facility Operating Procedures (FOP) consistent with law and this Policy and Procedure which outline tasks and responsibilities for admitting a youth to the facility, and identifies employees who are responsible for the admission, and orientation process.
- (2) Employees shall address and interact with youth in a professional manner, and introduce themselves by stating their name, title and their role within the facility.
- (3) Consistent with the Department's Communicating with Limited English Proficient Persons and/or the Accessibility for Youth with Disabilities Policies, each youth will be assessed for language and hearing needs.
- (4) Youth will have access to all appropriate facility programs, services and activities during the orientation period. The orientation program shall be no more than 72 hours and will not delay placement in the educational program or other mandated activities.
- (5) In accordance with the DJS Youth Movement and Counts Policy, once admitted to his/her unit the youth shall immediately become a part of the next official count.

b. Admission.

- (1) The Community Case Management Specialist shall ensure that a full and complete admission packet is delivered with the youth to the facility or delivered no later than 72 hours after admission. The Admission Officer shall sign a form indicating receipt of the package and place the form in the youth's base file. The packet shall include at a minimum:
 - (i) Current court order,
 - (ii) Social history (or Pre-Disposition Investigation, if applicable),

- (iii) Prior evaluations,
 - (iv) Educational records, including Individual Educational Plan (IEP), if applicable,
 - (v) Previously scheduled assessments or appointments,
 - (vi) Progress reports and/or discharge summaries from prior placements, if applicable,
 - (vii) Signed medical consent form,
 - (viii) Current or updated Treatment Service Plan (TSP),
 - (ix) Parent's or legal guardian's contact information (address and telephone number),
 - (x) Youth's Social Security Number,
 - (xi) Medical insurance information,
 - (xii) Immunization records,
 - (xiii) Medical information (e.g. medical history, medications, allergies, broken bones or special needs, etc.),
 - (xiv) Past or current suicidal ideations or behavior, and
 - (xv) Any critical information pertaining to the safety and welfare of the youth and other youth (e.g. aggressive behavior, escape or AWOL risk, gang affiliation, sexual assaults).
- (2) The Community Case Management Specialist shall provide missing documents to the facility within two working days of notification by the Admissions Officer of the missing documents.
- (3) If any commitment order appears to be in conflict with a youth's admission, or is otherwise questionable, the Area or Regional Director will confer with the Office of the Attorney General for clarification.
- (4) Prior to accepting the youth, the Admissions Officer or designated employee shall inspect the paperwork that accompanies the youth to confirm legal authority, verify the identity of the youth and identify any missing required documents. When possible, if the Admissions Officer has any questions about the accompanying paperwork, the Admissions Officers should verify the legal sufficiency prior to allowing the transporting officer to leave.
- (5) The Admissions Officer or designated trained employee prior to admitting the youth shall administer the FIRRST within one hour to assess that the youth has no emergency medical, mental health or substance abuse conditions which would render admission unsafe. If a youth screens positive on the FIRRST is in need of emergency care, the youth shall not be admitted until after receiving written medical clearance from a licensed health care practitioner.
- (6) Youth shall remain under constant supervision by the Admission Officer or designated trained employee while going through the admissions process.

- (7) The Admission Officer or designated employee shall explain the following to the youth:
 - (i) Legal status;
 - (ii) General information about the facility; and
 - (iii) The process for orientation to the facility.
- (8) The Admissions Officer or designated employee will adhere to the following process when contacting a youth's parent or legal guardian:
 - (i) Contact the parent or legal guardian by telephone within 24 hours of the youth's admission to relay basic information regarding the facility and the youth's stay, and to answer any questions.
 - (ii) Allow the youth to speak with his parent or legal guardian and document the call in the unit log book in accordance with the Department's General Documentation of Log Books Policy.
 - (iii) Document any unsuccessful attempts to contact the youth's parent or legal guardian in the youth's base file and unit log book with instructions for employees on subsequent shifts to continue the process until contact is made. If the youth or parent refuses to communicate, the employee shall document that information in the youth's base file and in the unit log book.
 - (iv) In addition to the initial telephone call at admission, mail a notification letter to the parent or legal guardian within two business days of the youth's admission. The notification letter must inform the parent or legal guardian about the facility, include the program's rules and procedures, and provide information regarding youth's personal possessions, mail, telephone calls, visitation schedule and directions to the facility, and home visits, if applicable.
- (9) The Admissions Officer shall take an inventory of the youth's personal property. The property shall be stored in accordance with the Department's Personal Property Care and Disposition Policy.
- (10) All youth shall be frisked (pat searched) and strip searched as part of the admission into a facility.
- (11) The Admissions Officer or designated trained employee should document on the face sheet visible body markings (e.g., scars, bruises, tattoos or physical injuries). Any injuries shall be photographed in accordance with the Department's Photographing of Injuries Policy.
- (12) The MAYSI and SASSI screening tools shall be initiated within two hours of admission.
- (13) All medications brought into the facility shall be in the original container issued by the pharmacist with a current and complete label. The medication shall be immediately turned over by the Admissions Officer to

facility health care professionals.

- (14) Prior to being taken onto the living unit or upon arrival on the unit, a youth shall receive:
 - (i) Personal hygiene items, including but not limited to wash cloth, soap, clean towel, comb and brush, toothpaste, toothbrush, shampoo, skin lotion and deodorant (which shall remain secure except for time of use).
 - (ii) Clean clothing.
 - (iii) A shower, during which youth will be escorted into the shower area and supervised by an employee of the same gender. If an employee of the same gender as the youth is unavailable, two employees will supervise the youth.
- (15) Each youth shall have access to a written Youth Handbook.
- (16) Employees shall complete all required paper admissions forms and input entries into ASSIST in accordance with ASSIST Work Rules. While in ASSIST employees shall check open folders for folder notes. A copy of any information found in ASSIST shall be printed and placed in the youth's base file.
- (17) At facilities where an Orientation Unit exists, youth shall be assigned to the Orientation Unit.
- (18) At facilities where an Orientation Unit does not exist, the Admissions Officer or designated employee will make an initial classification in accordance with the Department's Classification of Youth in DJS Residential Facilities Policy and assign youth to the appropriate living unit.
- (19) The Admissions Officer or designated trained employee shall escort the youth to his/her living unit. Once the youth has been assigned to a room, the Admissions Officer shall notify the employee designated by the Facility Administrator to document the room assignment on the room/bed assignment chart.

c. Orientation.

- (1) Employees who conduct the orientation presentation shall be knowledgeable about all aspects of the facility's activities. Within 72 hours all youth shall complete an orientation process.
- (2) Each youth shall be provided with a written orientation packet and have the items read or interpreted for the youth in a language that the youth understands. Each youth shall sign an Orientation Checklist.
- (3) The Youth Handbook will include, at a minimum, information about the following:

- (i) Accessing somatic health care and mental health care, including the Sick Call Process,
 - (ii) Behavior Management Program; facility rules and consequences for violating rules,
 - (iii) Disciplinary procedures,
 - (iv) General expectations during emergencies or evacuation drills,
 - (v) Grievance procedures,
 - (vi) Mail, telephone and visitation procedures including, but not limited to, access to legal representatives,
 - (vii) Programs and services available,
 - (viii) Reporting allegations of abuse,
 - (ix) Rights and responsibilities of the youth,
 - (x) Searches, contraband and authorized property, and
 - (xi) School attendance and performance.
- (4) The Youth Handbook will comply with DJS policies and shall be kept current through frequent review and updating. Any major change in DJS Policy or Procedure or the facility's FOP that is discussed in the handbook will be reflected in a revision within 30 days of the policy becoming effective.
- (5) Youth orientation shall include an explanation of the following:
- (i) All program rules, schedules and responsibilities pertaining to youth.
 - (ii) A list of contraband items and materials. (Youth shall be advised that bringing illegal contraband into the facility is a violation of law.)
 - (iii) Behavior Management Program.
 - (iv) Education program.
 - (v) Services available at the facility as well as the treatment planning process.
 - (vi) The facility's dress code and expectations relative to hygiene practices.
 - (vii) How to access ongoing and emergency medical care, including the hours of sick call, mental health care, and substance abuse services.
 - (viii) How to access their Community or Facility Case Management Specialist.
 - (ix) Procedures addressing visitation, mail and the use of the telephone.
 - (x) Eligibility criteria and process for off-campus activities, including home visits (where applicable).
 - (xi) The Grievance Process.
 - (xii) Information about pertinent aspects of the facility's emergency preparedness plan, including procedures for fire drills and building evacuation.
- (6) Youth shall be given the opportunity to ask questions of employees during the orientation process.

- (7) Each youth should be informed that he/she may speak to a Youth Advocate if:
 - (i) The youth feels that his/her rights have been violated; or
 - (ii) The youth feels that he/she has been treated unfairly.
- (8) The Facility Case Management Specialist or Resident Advisor shall ensure that the youth signs and dates an Orientation Checklist stating that he/she completed orientation and received a copy of the orientation packet. The Orientation Checklist shall be filed in the youth's base file.
- (9) Each youth shall be assigned a Facility Case Management Specialist. The Facility Case Management Specialist or other designated employee shall meet with youth to complete or ensure completion of the admissions process in accordance with the Department's Case Management for Detained Youth Policy.
- (10) Once a youth is assigned to a living unit, a Facility Case Management Specialist or Resident Advisor shall introduce the youth to facility employees and other youth.
- (11) Upon completing orientation, the youth and each employee involved shall sign and date an Orientation Checklist which shall be filed in the youth's base file.

d. Documents.

- (1) Employee shall not make any false oral or written statement or misrepresent any material fact, under any circumstance, with the intent to mislead any person or tribunal.
- (2) Reports submitted by employees shall be clear, concise, factual and accurate.
- (3) Missing information can be added but should not be reproduced or dated to give the impression of having been previously documented.
- (4) Corrected and/or added documentation shall be initiated and dated for the time the correction or addition is made.

5. DIRECTIVES/POLICIES AFFECTED.

- a. Directives/Policies Rescinded - **02.17.01 (Youth Admission Procedures).**
- b. Directives Referenced - **HR-1-03 (Communicating with Limited English Proficient Persons)**
MGMT-1-04 (Accessibility for Youth)

with Disabilities)
RF-11-06 (Youth Movement and Counts)
RF-05-06 (General Documentation of Log Books)
RF-1-03 (Personal Property Care and Disposition Policy)
RF-11-05 (Photographing of Injuries)
CJ-2-05 (Case Management for Detained and Shelter Care Youth)

6. **LOCAL IMPLEMENTATING PROCEDURES REQUIRED.** Yes.

7. **FAILURE TO COMPLY.**

Failure to comply with a Secretary's Policy and Procedure shall be grounds for disciplinary action up to and including termination of employment.

Appendices – None.



**MARYLAND DEPARTMENT OF JUVENILE SERVICES
EMPLOYEE STATEMENT OF RECEIPT
POLICY AND PROCEDURE**

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I have received one copy (electronic or paper) of the Policy and/or Procedure as titled above.
I acknowledge that I have read and understand the document, and agree to comply with it.

SIGNATURE

PRINTED NAME

DATE

(THE ORIGINAL COPY MUST BE RETURNED TO YOUR IMMEDIATE SUPERVISOR
FOR FILING WITH PERSONNEL, AS APPROPRIATE.)